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WINTER, 2021



Winter

Manager's Message

Theresa Gonzales
Manager,



We are happy to release the last DHV Journal for the year 2021. This journal will have information about both preparedness and response and will discuss the various programs within the DHV System. The DHV System has approximately 107,500 volunteers registered! Of those 107,500 registered, over 102,000 volunteers are in a medical occupation.

In the year 2021, there have been over 13,800 new registrants within the DHV System! Please continue to encourage your friends, family, and colleagues to register to volunteer at <https://healthcarevolunteers.ca.gov/> by selecting the DHV Volunteer County Organization and or Medical Reserve Corps Organization nearest to where they reside.

Response
Personnel Unit

Thank you all for your continued support in the COVID-19 response. Take care and stay safe.

MRC Corner

Lauran Molina
California State MRC Coordinator



Happy Holidays MRC Family!

The Medical Reserve Corps (MRC) is a national network of unpaid volunteers, organized locally to improve the health and safety of their communities. In California, there are 35 MRC Units and 33 are in the Disaster Healthcare Volunteers (DHV) System. These units can include both medical and non-medical volunteers that support their medical mission. There are over **21,000** accepted/pending MRC volunteers within the DHV System in California.

The MRC's have been crucial in California's COVID-19 response efforts. There have been 26 MRC Units in California that have activated for COVID-19, and their volunteers put in over **157,000 hours**. MRCs have volunteered their time and skills in COVID-19 vaccination clinics, COVID-19 testing sites, COVID-19 hotlines, contact tracing, patient care, alternate care site support, operation center support., etc.

MRC's continue to support California's healthcare and emergency response systems as urgent needs arise across the state. This quarter MRCs activated and supported many disasters. To list a few...

[Santa Cruz County MRC](#) activated and deployed volunteers to a shelter site for the evacuation region for the CZU Lightening Complex Burn Scar. The [Sacramento MRC](#) helped staff two warming centers and the Sacramento Office of Emergency Services Shelter for the rainstorm response effort.

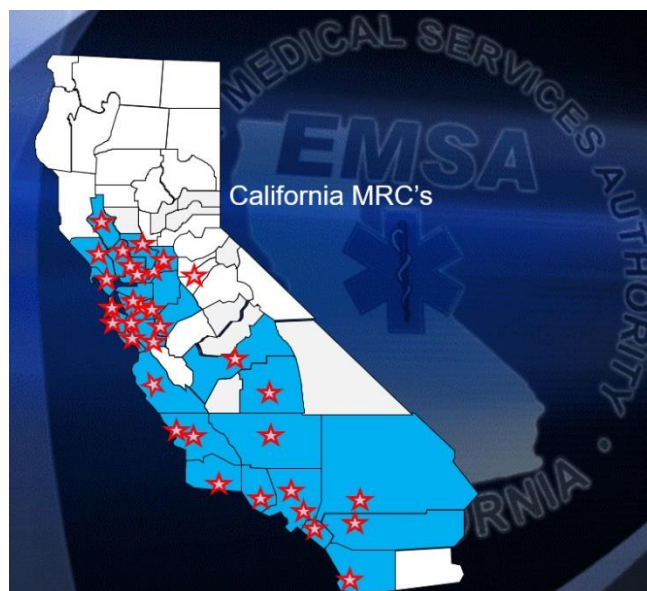
[California Veterinary MRC](#) deployed volunteers to the Caldor Fire.

Please see journal entries from a few of California MRCs. Please click on the hyperlinks listed below.

[California Veterinary MRC](#) [Riverside County MRC](#) [Santa Cruz County MRC](#)

Volunteer with your local MRC Unit. More information on MRC's can be found at <https://mrc.hhs.gov/>.

Please encourage your friends, family, and colleagues to join the MRC! They can register to volunteer at <https://healthcarevolunteers.ca.gov/> by selecting the nearest MRC Unit to where they reside.





Message from Robbie Smith



The California Medical Assistant Teams (CAL-MAT) is a paid program within the Emergency Medical Services Authority under ESF 8, which provides medical support across the State of California. There are currently 5 CAL-MAT units that prepare and respond to natural disasters such as wildfires, earthquakes, floods, and other emergencies like the COVID-19 pandemic and terrorist attacks. During a disaster, members can deploy for a minimum of one week at various locations across the state. There has been major growth for the program since the onset of COVID-19. The program has expanded from approximately 180 members pre-COVID to over 1,200 presently, with another 1,000 seeking approval. Communication for disasters goes through the Disaster Healthcare Volunteers (DHV) System. These units include both medical and non-medical paid volunteers who provide support as part of the Incident Command System.

CAL-MAT has been hard at work assisting with the COVID-19 pandemic in 2020 and 2021. Not only has CAL-MAT responded to COVID-19 related activities but has a history of responding to California wildfires and other disasters. In the 2021 California fire season, CAL-MAT members deployed to nine fire camps to provide medical support to firefighters on the frontline. Over the past couple of years, there have been well over 4,400 CAL-MAT deployments to various sites, including supporting the EMSA Department Operations Center, EMSA's warehouses, Alternate Care Sites, Long-term Care Facilities, Migrant Hubs, and vaccination clinics during the COVID-19 response with over 8,000 patients treated. CAL-MAT continues to support the constituents of California as emergency needs arise. Emergency CAL-MAT hires have given up basic comforts of life to combat California disasters and help relinquish the pain and suffering that has plagued the American people for the 2020 and 2021 seasons.

Individuals interested in joining CAL-MAT can do so by following the link here at <https://emsa.ca.gov/cal-mat-phase-i-registration/> to apply and register with the DHV system at <https://healthcarevolunteers.ca.gov/>. Some of the positions with CAL-MAT are LVNs, NP's, PA's, RNs, Physicians, Pharmacists, Administrative, and Warehouse Workers.

CALIFORNIA HEALTH CORPS (CAHC)

CAHC is comprised of healthcare professionals, including Registered Nurses, Licensed Vocational Nurses, Certified Nursing Aids, Emergency Medical Technicians, Nurse Practitioners, Physicians (MD, DO, Psychiatrist), Physicians Assistants, Respiratory Therapists, and Behavior Health Professionals with active licenses to provide support to medical facilities that are impacted due to a medical surge. The CAHC program was designed to provide specific health care professionals to medical facilities or vaccination PODS experiencing a staffing shortage following the standardized emergency management system (SEMS) and during a disaster.

Please visit <https://emsa.ca.gov/ca-health-corps/> to learn more about the program. If you have any questions regarding the CAHC program, please send an email to: cahealthcorps@emsa.ca.gov.

CAHC NEW EMSA Personnel



Nirmala Badhan is a Program Manager with the Emergency Medical Services Authority (EMSA) and has worked in Emergency Management for over 12 years. Nirmala spent ten years with EMSA working within the Response Resource and the Plans and Training Units before taking a new position with the California Department of Public Health (CDPH). After working two years for CDPH, she has returned to EMSA to oversee the Health Corps program. Nirmala will work with state and local partners to ensure the Health Corps program is aligned with EMSA's tiered response structure and integrated with the CAL-MAT program to ensure statewide effectiveness. Additionally, she will lead efforts to advance Health Corps based on lessons learned from the COVID-19 response.

California Veterinary Medical Reserve Corps

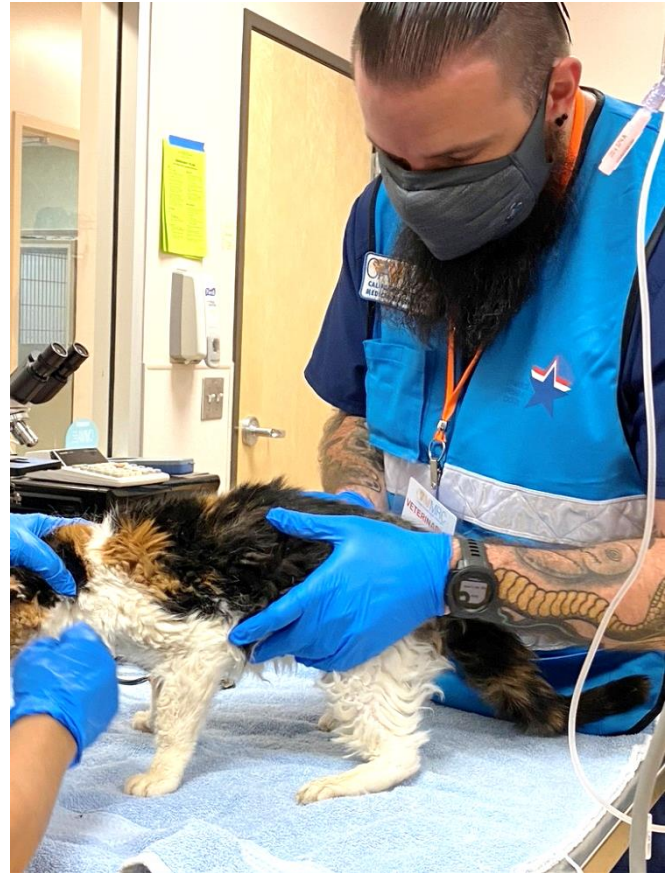
California's epic wildfires affect thousands of people each year, with many experiencing disruption, displacement, and loss. The Medical Reserve Corps (MRC) and Disaster Healthcare Volunteers systems are lifelines for many in need and have stepped up again this year to help communities affected by disasters. Sometimes we forget though, that animals are also among the victims during disasters. Whether they be wildlife, food production animals, companion animals, horses, or others, a disaster is indiscriminate. Did you know that California has a MRC that specializes in just animals? We do! It is called the California Veterinary Medical Reserve Corps, or the CAVMRC.



The CAVMRC is unique not only in that it is composed of veterinary professionals who exclusively provide veterinary care to animals in disaster responses, but also in that it is the only statewide medical reserve corps (MRC) unit in California. With over 2,600 volunteer veterinarians, registered veterinary technicians, veterinary assistants, and students, the CAVMRC is the largest veterinary medical reserve corps in the country. The CAVMRC helps all species of domestic animal across the state- everything from a mouse to a cow. Of course, most of the animals that the CAVMRC serves are companion animals like dogs, cats, and horses, but cattle, chickens, sheep, goats, alpacas, lizards, rabbits, and others have also been helped over the years. Registered in 2009, the CAVMRC has responded to several major wildfires in the state at the request of a county animal services authority under the direction of the EMSA. Most recently, the CAVMRC deployed to the Caldor Fire in El Dorado County.



For 19 days, the CAVMRC deployed volunteers to work 12-hour day shifts to help at six emergency animal shelter locations in El Dorado and Amador counties between late August and early September. A total of 67 volunteers provided a combined 1,228 hours of volunteer service to provide free veterinary care to animals in need. Unlike many fire response deployments in the past, the CAVMRC treated relatively few burned animals in the Caldor fire. Instead, the lion share of cases involved medical management of pre-existing health conditions, upper respiratory issues due to poor air quality, heat stress, and stress-related gastrointestinal disorders. Our volunteers provided care to several species of animals including sheep, goats, horses, ducks, chickens, tortoises, dogs and cats.



Cities and Counties Needing Assistance:

Should your municipality require veterinary care during a disaster response, the CAVMRC is a resource that can be requested during proclaimed states of emergency. A request for veterinary assistance should go to your incident commander and emergency operations center. It will be received at the State Operations Center (SOC) if it cannot be met with a local resource. While this process may seem slow and cumbersome, the CAVMRC response times are generally quite nimble, with the team being able to be on location usually within 24-48 hours of the request being received at the SOC.

For more information about the California Veterinary Medical Reserve Corps, visit www.cvma.net

Riverside County Medical Reserve Corps

2021 has given our unit the opportunity to grow and explore different training platforms to offer our Medical Reserve Corps volunteers. In January, we deployed a handful of volunteers at the last minute to assist with administering COVID-19 vaccines at major POD sites throughout the county. Our sincerest appreciation goes out to: Bassam Azzam, Julie Heinze, Juli Nagashima, Nancy Peck, and Ginger Wallace for answering the call the night before we began administering vaccines to residents throughout the county.

Through the summer and fall, we offered Earth Ex and the Medical Needs Sheltering Zoom Training (hosted by the International Medical Corps). As we look forward to the new year and in-person opportunities, virtual opportunities will readily become available for those who prefer it.

The following are events we are planning for 2022:

- SoCal MRC Alliance Training
- CERT Field Day
- First Aid Kit Replenishment
- Post-COVID-19 POD Trailer Replenishment
- Assisting Warehouse Logistics
- Annual Volunteer Recognition Luncheon
- National Preparedness Month
- Earth Ex 2022



Santa Cruz County Medical Reserve Corps



Santa Cruz County is especially fortunate to be the home of numerous retired and active medical professionals who are dedicated to giving back to their beautiful county. SCC MRC volunteers have been involved in the fight against COVID-19 since the pandemic was declared in the spring of 2020. Several volunteers worked days, nights and weekends as Contact Tracers and Case Investigators as COVID-19 cases started to rise in our community. Only a select few volunteers were Spanish speaking and, with the influx of cases in our Latinx community, our bilingual volunteers were especially busy. As the public response to the pandemic switched to the vaccination effort, SCCMRC

volunteers were quick to respond to the call dedicating thousands of hours to mass vaccination clinics, county-run clinics, pop-up clinics and visits to the county's homebound individuals.

Some volunteers were and remain primarily interested in home visits. These volunteers are the VST (Vaccine Strike Team) who drive their personal vehicles to the far corners of the county to vaccinate the underserved members of our community— the elderly, ill and disabled who are homebound -- and their caregivers against COVID-19 and the flu. The VST also continues to vaccinate staff and residents at congregate living facilities throughout the county. In addition to the VST, some SCC MRC volunteers prefer to work in structured appointment-based settings while others like the excitement of pop-up clinics. Many SCC MRC are content to work where deployed, as long as they are helping keep our community safe.



The SCC MRC are a unique group with so much to offer. They have varied backgrounds and bring a broad range of skill sets to the vaccination effort. They have all come together with the common goal to vaccinate our county residents. SCC MRC volunteers demonstrate key qualities of dedication, compassion and commitment. The SCC MRC are an amazing group and it has been my pleasure as MRC Program Coordinator to work with these volunteers.

A quick snap-shot of some of our amazing team:

- An MD who started with very little vaccination experience who is now an expert drawer who typically dedicates two days a week to vaccination clinics and homebound visits
- The Nurse Midwife who drew from her skills in delivery room to lead the entire drawing tent for months at mass vac — vaccinating over 20000 people

- The ER nurses who worked together for years and reconnected at pop up clinics where they enjoy reminiscing about the early years of their careers and how it means so much to give back at this point in their lives
- The bilingual MD and her office manager/husband who will add humor to any situation while making sure things run smoothly and in a professional manner — who can quickly transition from vaccinating and educating patients to dancing to salsa music when things slow down
- The group of Drs and nurses who live within a stone's throw of one another but who have grown closer as they work toward one common goal of making our community safe.
- The 'retired' pharmacist who donates one day a week (not including weekend days) to draw vaccine at county run clinics, congregate living facilities and pop-up clinics.
- The EMT with a passion for horses whose 'retirement career' in ski patrol has morphed to an accomplished vaccinator who has vaccinated hundreds of community members from ages 5 to 95.
- The nurse who is taking private Spanish lessons so she can communicate and educate clients who have questions or concerns about vaccination

On a very hot day at the end of August, Santa Cruz County Health Services Agency hosted a celebration to honor the volunteers who have dedicated so much of their time in the fight against COVID-19. Santa Cruz County leadership attended the event which was held under the trees at the beautiful UCSC Arboretum and expressed their gratitude for the work that the MRC had done since the pandemic was declared. It was a fun relaxing afternoon enjoyed by all but just a small token of our appreciation toward the many amazing individuals who have dedicated (and continue to dedicate) so their time toward stopping the spread of COVID-19 and keeping our community healthy. Santa Cruz County Public Health is extremely proud of our Medical Reserve Corps team and grateful for their commitment during these difficult times.

Karen Hackett, SCC MRC Program Coordinator, Health Services Agency, Santa Cruz County

Testimonials from MRC Volunteers and Community Members:

I have been a member of the Santa Cruz County Medical Reserve Corps (SCCMRC) since 2008 when Dr. David McNutt and his wife Dr. Kristen McNutt had just started our local chapter. In the early years, SCCMRC was autonomous: We had a board of directors and leadership team who were responsible for all of the fundraising, training and operations in addition to reporting to the SC County Public Health Officer. We had a very engaged although small group of volunteers, many of them whom are still with us today, along with many spectacular and talented new volunteers.

The present leadership of the SCCMRC has been transferred to Santa Cruz County Emergency Planning Services. This operations model is more efficient and much appreciated as our members don't need to perform the administrative tasks and can concentrate on providing their core medical skills on deployments.

Since our inception, SCCMRC trained its members and participated in many drills and exercises. We also organized and staffed community outreach flu vaccination clinics and Hep A vaccination clinics for underserved communities. SCCMRC were deployed to other counties to staff their fire evacuation shelters. With the threat of H1N1 becoming a pandemic, we developed our operations manuals and Alternate Care sites for medical surge procedures.

While H1N1 never became a public health issue of the magnitude we expected, the operations procedures we had put in place enabled us to hit the ground running when the COVID-19 pandemic hit.

When the COVID-19 pandemic in early 2020, SCCMRC saw a huge increase in demand for our services. Many members were trained as Contact Tracers and deployed to follow up with patients who had tested positive for COVID-19.

In the summer of 2020 during the CZU fires where 86,000 people were evacuated, SCCMRC were called upon to staff the medical needs of several shelters throughout Santa Cruz County.

In addition to triaging arriving evacuees, we screened everyone entering the shelter for COVID-19 on a daily basis and provided medical support 24/7.

In early 2021, when the COVID-19 vaccines were developed, SCCMRC stepped up to staff the vaccination clinics. The Vaccination Strike Team (VST) visited people in their homes to administer vaccinations to elderly and disabled patients. We also staffed and continue to staff COVID-19 vaccination clinics throughout Santa Cruz County: the drive through mass vaccination clinics at the fairgrounds where we vaccinated 1500 people per day, skilled nursing facilities, clinics hosted by the county at Emeline and Watsonville, pop-up clinics at various flea markets and farmers markets, and many other locations.

With the authorization to provide booster shots and expanded eligibility to pediatric patients, there are no signs of slowing down and SCCMRC members are standing by, ready and willing to deploy. -- (Lora B, EMT)

Throughout 2021 I have had the opportunity to vaccinate hundreds (thousands?) of my fellow community members all over Santa Cruz County. We have worked the massive vaccine clinics at the county fairgrounds to delivering single shots in people's homes, and everywhere in between: community clinics, flea markets, the 4th of July Air show, the back room at a taqueria, and the list goes on. And every vaccine is so satisfying - one less person likely to get sick, one more person less likely to be part of the COVID-19 train of transmission. People from all walks of life; people as young as 5 and as old as 85. Grateful clients, enthusiastic coworkers - what's not to like? -- (Matt N, RN)



Vaccinating against COVID-19 is so much more than just giving an injection. As a retired family physician, I've really appreciated the opportunity to answer questions, educate those I vaccinate, and encourage vaccination among their family and friends. We'll never be done with this pandemic if we can't stop the spread, and vaccination remains one of the most powerful things we can do. -- (Elisa B, MD)

The Vaccine strike team came to our Brookdale community twice and demonstrated a professional, well run clinic. Education was provided for any questions or concerns that arose with associates and residents and explained in a manner that was understood. They showed compassion and respect to our residents that were unsure and nervous. They also accommodated some residents that were unable to leave their apartments. They helped our community get one step closer to keeping our residents safe! -- (Kristian B, Patient Care Coordinator)

The County Public Health Program that has been offering home bound disabled children and seniors COVID-19 and flu vaccines has meant so much to my family. The work of Karen Hackett (Program Coordinator) who supervises the visit schedule and the incredible understanding of Dr. Kelsey and willingness to work with me to inoculate my severely autistic son has been invaluable. I was at the end of my rope until he came into our lives. I want to thank both of them for such great understanding and compassion. -- (Nicki P, parent/caregiver)













We see people at their most vulnerable. They are invariably gracious and welcoming. We are always thanked for their vaccinations and for our volunteer work. We frequently have the chance to do teaching and answer questions our clients have. This has created some interesting conversations. We get as much enjoyment from our clients as they get from us. Each visit is a little adventure. Each visit is different from the last. We have had the great opportunity to meet wonderful people: clients, families, caregivers.. -- (Jan C (RN), Corrine F (RN); VST team)

When COVID-19 started I was finishing almost 40 years working for Santa Clara County as an internal medicine physician. During my regular career I did primary care, hospital medicine, was a teacher of students and residents, and was the director of a residency program. Being involved in the vaccination program with the MRC has given me a chance to continue to use my knowledge and experience and to help people. The home visits have been especially rewarding because every one I have done truly has been for a person at high risk for serious COVID-19 problems who at the same time had enormous issues with trying to leave home to get a vaccination. It's great to be able to help them out. The second thing is that doing this is fun--everyone on the team is totally committed to making it work and every person I've given a shot to has been really happy to be there and has been



happy to see me (that wasn't always true in regular medicine). What could be better than having the chance to be part of a team that helps people who are all grateful for your help? -- (Tom K, MD)

National Seasonal Preparedness Calendar

<p>JAN</p>  <p><u>Resolve To Be Ready</u> <u>Winter Safety</u> <u>National Slavery and Human Trafficking Prevention Month</u></p>	<p>FEB</p>  <p><u>Winter Safety</u> <u>Central U.S. Earthquake Awareness Month</u></p>	<p>MAR</p>  <p><u>"It's Not Luck" Campaign</u> <u>Spring and Flood Safety</u> <u>National Tsunami Awareness Week</u></p>
<p>APR</p>  <p><u>National Financial Capability Month</u> <u>#SafePlaceSelfie Day</u></p>	<p>MAY</p>  <p><u>National Wildfire Awareness Month</u> <u>National Building Safety Month</u> <u>National Hurricane Preparedness Week</u> <u>Don't Fry Day</u> <u>National Dam Safety Day</u></p>	<p>JUN</p>  <p><u>Pet Preparedness Month</u> <u>Summer and Extreme Heat Safety</u> <u>National Lightning Safety Awareness Week</u></p>
<p>JUL</p>  <p><u>Fireworks Safety</u> <u>Extreme Heat Safety</u></p>	<p>AUG</p>  <p><u>Back to School – Children & Youth Preparedness</u> <u>Extreme Heat Safety</u></p>	<p>SEP</p>  <p><u>National Preparedness Month</u> <u>Fall Safety</u></p>
<p>OCT</p>  <p><u>Cybersecurity Awareness Month</u> <u>National Fire Prevention Week</u> <u>Global Handwashing Day</u> <u>Great ShakeOut Earthquake Drills</u></p>	<p>NOV</p>  <p><u>Holiday Thanksgiving Cooking Safety</u> <u>Holiday Online Shopping Safety</u> <u>Winter Weather Safety</u></p>	<p>DEC</p>  <p><u>Resolve To Be Ready</u> <u>National Influenza Vaccination Week</u> <u>Winter Safety</u> <u>Holiday Fire Safety</u> <u>Holiday Online Shopping Safety</u></p>

<https://www.ready.gov/calendar>



BE PREPARED FOR A WINTER STORM

Winter storms create a higher risk of car accidents, hypothermia, frostbite, carbon monoxide poisoning, and heart attacks from overexertion.



FEMA

FEMA V-1014/June 2018

Winter storms and blizzards can bring extreme cold, freezing rain, snow, ice, and high winds.



Greater risk



Can last a few hours or several days



Can knock out heat, power, and communication services

IF YOU ARE UNDER A WINTER STORM WARNING, FIND SHELTER RIGHT AWAY

Stay off roads.



Use generators outside only.

Stay indoors and dress warmly.



Listen for emergency information and alerts.

Prepare for power outages.



Look for signs of hypothermia and frostbite.



Check on neighbors.

HOW TO STAY SAFE WHEN A WINTER STORM THREATENS



Know your area's risk for winter storms. Extreme winter weather can leave communities without utilities or other services for long periods of time.

Prepare your home to keep out the cold with insulation, caulking, and weather stripping. Learn how to keep pipes from freezing. Install and test smoke alarms and carbon monoxide detectors with battery backups.

Pay attention to weather reports and warnings of freezing weather and winter storms. Sign up for your community's warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.

Gather supplies in case you need to stay home for several days without power. Keep in mind each person's specific needs, including medication. Do not forget the needs of pets. Have extra batteries for radios and flashlights.

Create an emergency supply kit for your car. Include jumper cables, sand, a flashlight, warm clothes, blankets, bottled water, and non-perishable snacks. Keep the gas tank full.

Learn the signs of and basic treatments for frostbite and hypothermia. For more information, visit: www.cdc.gov/disasters/winter/staysafe/index.html.



Stay off roads if at all possible. If trapped in your car, stay inside.

Limit your time outside. If you need to go outside, wear layers of warm clothing. Watch for signs of frostbite and hypothermia.

Avoid carbon monoxide poisoning. Only use generators and grills outdoors and away from windows. Never heat your home with a gas stove top or oven.

Reduce the risk of a heart attack. Avoid overexertion when shoveling snow.

Watch for signs of frostbite and hypothermia and begin treatment right away.

Check on neighbors. Older adults and young children are more at risk in extreme cold.



Frostbite causes loss of feeling and color around the face, fingers, and toes.

- **Signs:** Numbness, white or grayish-yellow skin, and firm or waxy skin.

- **Actions:** Go to a warm room. Soak in warm water. Use body heat to warm. Do not massage or use a heating pad.

Hypothermia is an unusually low body temperature. A temperature below 95 degrees is an emergency.

- **Signs:** Shivering, exhaustion, confusion, fumbling hands, memory loss, slurred speech, and drowsiness.

- **Actions:** Go to a warm room. Warm the center of the body first—chest, neck, head, and groin. Keep dry and wrapped up in warm blankets, including the head and neck.



Take an Active Role in Your Safety

Go to **Ready.gov** and search for **winter storm**. Download the **FEMA app** to get more information about preparing for a **winter storm**.

https://www.ready.gov/sites/default/files/2020-11/winter-storm_information-sheet.pdf

Online Disaster Training Opportunity

California is fortunate that over 107,500 volunteers are registered on the DHV System. Volunteers can be notified and given opportunities to serve in critical healthcare positions if and when a disaster strikes in our state. As you are one of those who have made the commitment to register as a potential volunteer you may want to take a next step and complete entry-level disaster training. There are on-line FEMA training opportunities you can complete on your own schedule.

If you are registered on the DHV System but are not an MRC member you may not be aware of these free training courses. This training is not a requirement for participation but we know that the training is easy to follow and gives you valuable understanding of how disaster operations are managed and how you would fit into the structure during an assignment.



To learn more about training classes and many other training opportunities, visit FEMA's Emergency Management Institute's website:

<http://www.training.fema.gov/EMI/>

IS-230.E: Fundamentals of Emergency Management

Link: <https://training.fema.gov/is/courseoverview.aspx?code=IS-230.d>

Course Overview

The goal of this course is to introduce you to the fundamentals of emergency management. This course presents emergency management as an integrated system with resources and capabilities networked together to address all hazards. This is the first course in the Federal Emergency Management Agency (FEMA) Emergency Management Institute's independent study Professional Development Series.

Course Objectives

At the completion of this course, participants should be able to:

- Describe the principles and authorities that are the foundation of emergency management.
- Explain how the different partners contribute to emergency management in your community.
- Explain how the core capabilities support the mission areas to ensure preparedness.
- Describe the roles of each partner in emergency management.
- Explain the steps and resources necessary for developing a comprehensive emergency operations plan.
- Explain how to plan, manage, and coordinate resources for an efficient and effective response.
- Explain the functions of emergency management in emergency and day-to-day situations.

Primary Audience

This entry-level course is designed for individuals new to the field of emergency management or persons with a desire to understand the fundamentals of emergency management.

Prerequisites

None

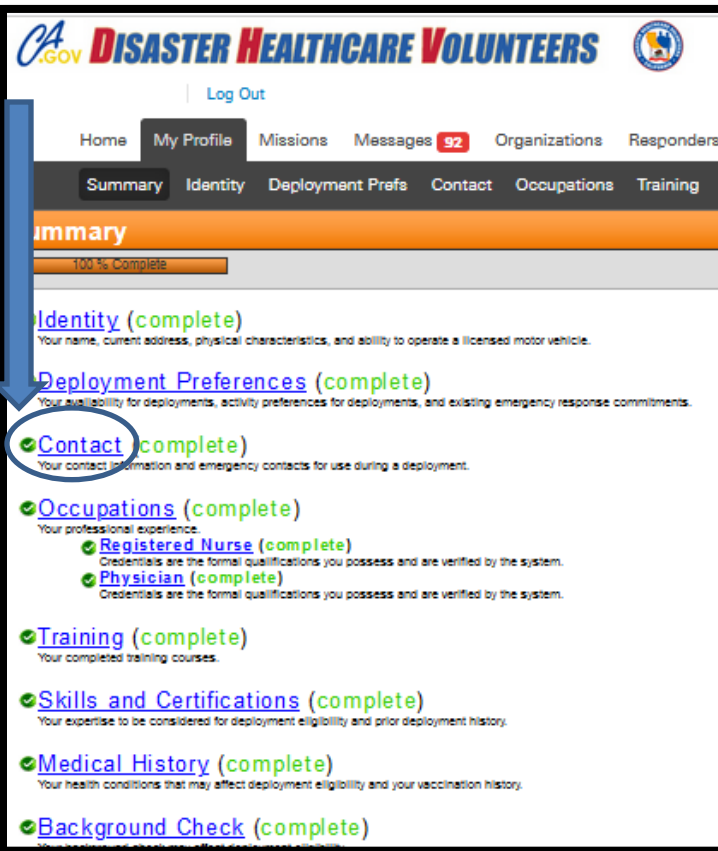
Course Length

6 hours

DHV “User Tips”

Got Text Message?

SMS/ Text Message are messages with a smaller character limit that are sent to recipients' phones as pager or text messages. SMS stands for Short Message Service and has a limit of 200 characters. If the message is too long, then the message may be truncated or sent in multiple messages.



SMS/ Text Messages are very useful during disaster and your DHV administrator may send a short message to your pager or your mobile device.

In order to receive a SMS/Text message, you must have a contact method of SMS/Text in your profile. It doesn't have to be Contact Method 1, it just has to be in the profile. Also, the SMS/Text contact method must exist in your responder's profile *before* the message has been sent in order for you to get the text message.

A screenshot of the "Contact Method" form. It contains three sections: "Contact Method 1", "Contact Method 2", and "Contact Method 3". Each section has a "Contact Method" dropdown and a "Number to Attempt" field. In the "Contact Method 2" section, the dropdown menu is open, showing options: Select, Select, Work Phone, Home Phone, Mobile Phone, Pager, Fax, SMS/Text Msg (highlighted with a blue arrow), and TTD/TTY. The "Contact Method 3" section has a dropdown set to "Work Phone" and a "Number to Attempt" field with the value "555 555 5317 x 6851".

If you have questions related to the system, please feel free to email dhv@emsa.ca.gov



DHV is California's ESAR-VHP Program

The Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) is a federal program created to support states and territories in establishing standardized volunteer registration programs for disasters and public health and medical emergencies.

Disaster Healthcare Volunteers (DHV), California's ESAR-VHP program, administered at the state level, verifies health professionals' identification and credentials so that they can respond more quickly when disaster strikes. By registering through ESAR-VHP, volunteers' identities, licenses, credentials and accreditations are verified in advance, saving valuable time in emergency situations.

Why Do We Need ESAR-VHP?

In the wake of disasters and public health and medical emergencies, many of our nation's health professionals are eager and willing to volunteer their services. In these times of crisis, hospitals, clinics, and temporary shelters are dependent upon the services of health professional volunteers. However, on such short notice, taking advantage of volunteers' time and capabilities presents a major challenge to hospital, public health and emergency response officials. For example, immediately after the attacks on September 11, 2001, tens of thousands of people traveled to ground zero in New York City to volunteer and provide medical assistance. In most cases, authorities were unable to distinguish those who were qualified from those who were not - no matter how well intentioned.

There are significant problems associated with registering and verifying the credentials of health professional volunteers immediately following major disasters or emergencies. Specifically, hospitals and other facilities may be unable to verify basic licensing or credentialing information, including training, skills, competencies and employment. Further, the loss of telecommunications may prevent contact with sources that provide credential or privilege information. The goal of the ESAR-VHP program is to eliminate a number of the problems that arise when mobilizing health professional volunteers in an emergency response.

Disaster Healthcare Volunteers (DHV)

In accordance with federal mandate, California has developed the Disaster Healthcare Volunteers (DHV) Program to facilitate and manage the registration, credentialing and deployment of volunteer healthcare professionals (VHPs) in California. DHV uses a software system for the management of volunteers, including the registration, notification, communication and credentialing needs associated with volunteer management. The DHV Program is the single source system operated and administered by local, regional and state, public health and emergency medical services agencies.

DHV is administered by all system stakeholders and managed by the California EMS Authority in partnership with the California Department of Public Health (CDPH). DHV volunteers include healthcare professionals (medical, public health, mental health, EMS and other personnel) who are willing to be called upon in the event of an emergency or disaster. DHV volunteers are pre-registered and pre-credentialed. Deployment of volunteers will follow Standardized Emergency Management System (SEMS) procedures.

To register on the DHV system or get more information, visit our website, www.healthcarevolunteers.ca.gov



Have You Updated Your DHV Registration Information Lately?

We depend upon each of you to update your DHV profile with your correct information. It is important that you take a moment to update your DHV System information when your information changes. Have you moved? Do you have a new occupation or a new employer? Have your email or phone numbers changed?

Please take a moment to update your file. Just log into www.healthcarevolunteers.ca.gov and click on the "Profile" tab. From there you can navigate through your information. Click on "Edit Information" to make your changes and then be sure to click on "Save Changes" when you have completed your edits.

The DHV Journal is Published and Distributed Via Email

News and information for participants in the Disaster Healthcare Volunteers Program administered by EMSA and operated by System Administrators in local communities and Medical Reserve Corps Coordinators throughout California. This Journal is published and distributed periodically to the partners of the DHV Program.



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